



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

02-MAR-2009

Repository

Reference No. 10260432

OWNER INFORMATION (Type or Print)

Name

Address

City

MOUNT VERNON

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of a signature, provide your name or address to the vehicle manufacturer. Signature of Owner Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WAUED28D2XA

Make AUDI

Model A4

Model Year 1999

Date Purchased 09-30-08

Dealer's Name and Telephone Number Welcome Motors

Engine: No: Cylinders

Fuel Type:

Original Owner

Dealer's City Bronx

State NY

Zip Code 10470

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

02-OCT-2008

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 030000 SERVICE BRAKES, HYDRAULIC, 020000 SUSPENSION, 200000 WHEELS, 160000 STRUCTURE

Failure Mileage 142926

Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No

Fire Yes No

Number of Persons Injured 0

Number of Deaths 0

Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 1999 AUDI A4 QUATRO. THE CONTACT BOUGHT THE VEHICLE FROM A PRIVATE DEALER. AS HE DROVE THE VEHICLE OFF THE LOT, HE HEARD A GRINDING NOISE COMING FROM THE BRAKES. HE INFORMED THE SALES ASSOCIATE THAT THERE WAS RUST UNDERNEATH THE VEHICLE, INCLUDING THE BRAKE PADS. THE CONTACT TOOK THE VEHICLE BACK TO THE DEALER AND THEY STATED THAT THEY WOULD GIVE HIM ANOTHER VEHICLE FOR AN ADDITIONAL \$2,000. THE OTHER VEHICLE HAD A CRACKED WINDSHIELD AND NEEDED A NEW FUEL PUMP; THEREFORE, THE CONTACT DID NOT WANT THE OTHER VEHICLE. HE KEPT THE AUDI AND TOOK IT TO AN AUDI DEALER FOR A DIAGNOSTIC. THE RESULTS INDICATED THAT THE BEARINGS WERE RUSTED OUT AND THE VEHICLE NEEDED AN ALIGNMENT AND NEW BRAKE PADS. IN ADDITION, THE RIMS WERE BENT. THE AUDI DEALER STATED THAT THE VEHICLE SHOULD HAVE NEVER BEEN SOLD IN THAT CONDITION AND WITH THOSE DEFECTS. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 142,926 AND CURRENT MILEAGE WAS 142,927. HAS NOT

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

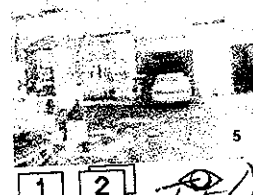
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

REPAIR SHOP

1ST

BRONX RIVER RD.

Page 1 of 1000



1 2

1 2

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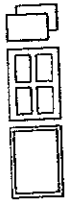
these are the two shops they send me to Bronx NY

WELCOME MOTOR'S REPAIR SHOPS

SATISFACTION GUARANTEED 2ND SHOP
NYA'S AUTO WORKS
SPECIALIZING IN FOREIGN & DOMESTIC CARS
4801 WHITE PLAINS RD HE HAD CAR FOR ONE OR TWO DAYS
BRONX, NY, 10470

SAY HE DID WORK ON CAR HE WAS TALKING TO ME AND TELL 03-05-09 THEN HE SAYS NOBODY PAY HIM TO LOOK AT IT NO PAY HIM NOTHING AND NOW HE DONT WANT TO BE IN YOUR BUSINESS WITH WELCOME MOTORS I SAID CAN I GET A COPY OF WHAT YOU DID HE SAID GO TALK TO WELCOME MOTORS BUT YOU HAD CAR FOR ONE DAY WHAT DID YOU DO HE REFUSED TO TALK FOR SOME REASON ALL OF A SODDEN

NYA'S AUTO WORKS
 Specializing in Foreign & Domestic Cars
 (BMW, Mercedes Benz, Audi's, etc.)
 Tel. SATISFACTION GUARANTEE
 Fax: ()





COMPLAINT REPORT

FOR OFFICE USE ONLY	
Facility Number	
C.O. Case Number	
CSR	
Region	County
R.O. Case Number	

INSTRUCTIONS: (Before filing your complaint, please attempt to settle this matter with the facility.)
Check the appropriate box to show the type of complaint involved.

- Vehicle repair Vehicle inspection Vehicle purchase

We can only accept complaints about repairs up to 90 days or 3,000 miles (whichever comes first) after the date repairs were completed. The only exception is a written warranty that may exceed these time and/or mileage limits.

PLEASE PRINT OR TYPE ALL ENTRIES AND USE BLACK INK

Your Name [REDACTED]			Name of Facility WELCOME MOTOR, S INC		
Address - Number and Street [REDACTED]			Address - Number and Street 4741 WHITE PLAIN, S ROAD		
City MOUNT VERNON	State NY	Zip Code [REDACTED]	City BRONX	State NY	Zip Code 10470
Telephone Number (Include area code) Home [REDACTED] Wor [REDACTED]			Telephone Number (Include area code) (718) 523-5301		
Vehicle Identification Number WAUED28D2X [REDACTED]			Identification Number of Facility T8982		
Vehicle Year, Make, Model AUDI a4 quattro 1999	Plate Number [REDACTED]	Cylinders	Name of Person with whom you dealt at facility MARK		
Date of repair/inspection/purchase 10/02/08	Odometer reading at time of repair/inspection/purchase 142925	Today's Date 03/05/09	Current odometer reading at time of filing the complaint 142940		

ANSWER QUESTIONS BELOW AND/OR ON PAGE 2 OF THIS FORM THAT APPLY TO YOUR COMPLAINT

A. Repair Complaint

- Describe the specific reason you brought the vehicle to the repair shop:
- Did you ask for a written estimate of the parts and labor necessary to do the repair? Yes No If Yes, attach a copy of the estimate.
- What was the actual cost of repair? \$ 5,783.43 (Attach invoice)
- Before the repair was performed, did you ask that any replaced part be returned to you? Yes No
If Yes, do you have the replaced parts? Yes No
- Did you authorize any additional repairs? Yes No Specify _____
- Were you charged for work not performed? Yes No Explain _____
- Was any unnecessary or unauthorized work performed? Yes No Specify _____
- Did you go to another facility to have the problem corrected? Yes* No
* If Yes, **attach invoice** and give us the following information about the facility:
Name CLASSIC AUTOMOBILES INC Facility ID No. _____
Street 655 NORTH QUESTEN PKWY
City MOUNT VERNON State NY Zip Code 10550 Telephone No. (914) 779-2800

B. Inspection Complaint

- Did the inspection station refuse to inspect your vehicle? Yes No
- Did the inspection station refuse to give you an appointment date in writing? Yes No
- Were you told or led to believe that repairs necessary to pass inspection had to be made at the same station? Yes No
- How much were you charged for the inspection \$ _____
- Inspection Certificate # _____ Expiration Date _____ / _____ / _____
- Did you receive an inspection receipt? Yes No If yes, attach a copy of the receipt.

C. Vehicle Purchase Complaint

WAUED28D2XA

Attach a copy of your Bill of Sale and/or Certificate of Sale.

1. Were any vehicle components in need of repair or adjustment? Yes No If Yes, which components?

2. Have you gone back to the dealer for repairs or adjustments? Yes No If No, would you go back if the dealer offered to make repairs or adjustments? Yes No

3. Was a Temporary Certificate of Registration issued? Yes No If yes, what is the facility number written on the temporary registration? _____

4. Inspection Certificate # _____ Expiration Date ____/____/____

NOTE: If a repair or diagnosis of the vehicle was made, complete Section A on the front of this form.

D. If there is additional information that will help us to evaluate your complaint, please include this information below or use an additional sheet of paper..

WELCOME MOTOR,S SOLD ME A AUDI DEFECT, AND WANT ME TO GIVE THEM MORE MONEY FOR ANOTHER CAR MERCURY LS \$3,000 FOR ANOTHER CAR I SAID TO FIX THE FIRST PROBLEM BEFORE ANY MORE MONEY IS GIVEN THE CAR IS NO GOOD THE ONLY REASON WHY I HAD TO DEAL WITH WELCOME MOTOR,S

E. What do you want done to resolve this complaint to your satisfaction?

WELCOME MOTOR,S HAD FULLKNOWLEDGE OF DAMAGES TO AUDI AND STILL SOLD AUDI
I WANT MY MONEY BACK

Are you willing to appear and testify at a hearing if one is held to resolve this complaint? Yes No

Be sure to attach COPIES of any supporting correspondence and/or documents such as receipts, invoices, written estimates, written guarantees or warranties, cancelled checks or credit card transaction forms.

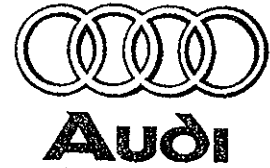
Sign below and mail this complaint form with all necessary attachments to: **BUREAU OF CONSUMER & FACILITY SERVICES, PO BOX 2700-ESP, ALBANY NY 12220-0700. Phone #: (518) 474-8943 Fax:(518) 486-4102**

CLASSIC AUTOMOBILES IN
655 N MACQUESTEN PKWY
MT VERNON, NY 10552

TERMINAL ID: 004775482
MERCHANT #: 431340208993

USA
XXXXXXXXXXXX [REDACTED]
SALE
BATCH: 000122 INVOICE: 0226840100
DATE: FEB 12, 09 TIME: 11:37
SQ: 004 AUTH NO: 063713

bles Inc.



Office & Service & Parts
655 N. Mac Questen Pkwy.
Mt. Vernon, NY 10552
Phone: 914.663.2800
Fax: 914.663.2865

TOTAL \$57.51

CUSTOMER COPY

lowroom
lains Road
NY 10709
.779.2020
79.2057

PARTS RETURN POLICY

NO RETURNS ON ELECTRICAL PARTS
NO RETURNS ON CARBURATORS OR FUEL INJECTION PARTS
NO RETURNS ON DAMAGED OR USED PARTS
NO RETURNS ON MODIFIED PARTS
NO RETURNS ON SPECIAL ORDER PARTS

NO RETURNS AFTER 7 DAYS
ALL RETURNS SUBJECT TO A 15% HANDLING CHARGE
ALL CORE RETURNS MUST BE IN ORIGINAL BOX
ALL RETURNS MUST BE IN AS SOLD CONDITION
ALL RETURNS IN ORIGINAL PACKAGING

DATE ENTERED 12 FEB 09	YOUR ORDER NO.	DATE SHIPPED 12 FEB 09	INVOICE DATE	INVOICE NUMBER 54388
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S
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ACCOUNT NO. 99

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PAGE 1 OF 1

MT VERNON NY [REDACTED]

SHIP VIA	SLSM. 203	B/L NO.	TERMS CASH	F.O.B. POINT TUCKAHOE NY
QUANTITY 1	ORD. 1	SHIP 1	a.o.	PART NO. 8D0-807-345-C-3FZ
DESCRIPTION		LIST	NET	AMOUNT
117AGRILL		53.07	53.07	53.07
<p>DATE: 2/12/09 PAID BY: Visa INITIALS: DV DATE REC: 2/12/09</p>				
***** THANK YOU FOR CHOOSING ***** CLASSIC AUTOMOBILES FOR YOUR PARTS ASK FOR ROGER OR TREVOR		PARTS	53.07	
TREVOR HERBERT - PARTS MANAGER		SUBLET		
CUSTOMER'S SIGNATURE X		FREIGHT	0.00	
		SALES TAX	4.44	
		TOTAL	\$57.51	

FAST FREE DELIVERY

DIRECT LINE
(914) 793-4950

TOLL FREE#
1 (800) 800-2834

MON - FRI
8:00 AM - 5:30 PM

SATURDAY
8:00 AM - 2:00 PM

PARTS LOCATOR
SYSTEM

COMPETITIVE PRICING

Thank You!

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

x1p1.100.1

CUSTOMER COPY

WARRANTY
GUARANTEE

6992743

103759

INVOICE

Classic
Automobiles Inc.



655 N. Mac Questen Pkwy. * Mt. Vernon, NY 10552

Phone: (914) 663-2800 Fax: (914) 663-2865

Sales & Showroom * 541 White Plains Road

(914) 779-2020 * Eastchester, NY 10709

MT. VERNON, NY
HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 716 JOSEPH SACKSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SAMBABRAUN	99	AUDI A4	WAUED28D2XA [REDACTED]	[REDACTED]	142925/142926	T8982	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08JAN99 IS		08JAN2003	17:00 17FEB09		115.00	CASH	18FEB09
R.O. OPENED	READY	OPTIONS:					
		DLR:93285 ENG:2.8 Liter					
09:58 17FEB09	14:24 18FEB09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A APPOINTMENT MADE BY ALISA							
SAAG APPOINTMENT MADE BY ALISA							
			9	CA	0.00		0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B CLIENT STATES WHEN BRAKING HEARS A GRUMBLING NOISE PLS CK
01320026 TECHNICAL CHECK
603 ORESTE PEREZ LIC#: 603

	CA	1.00			115.00	115.00	
PARTS:	0.00	LABOR:	115.00	OTHER:	0.00	TOTAL LINE B:	115.00

PERFORMED FULL TECHNICAL DIAGNOSIS. ADVISED CUSTOMER ALL CONCERNS ARE SAFETY ISSUES AND VEHICLE SHOULD NOT HAVE BEEN SOLD IN THIS CONDITION. CHECKED KELLY BLUE BOOK VALUE IN FAIR CONDITION ON CAR WORTH 3475.00 CUSTOMER DECLINED ALL REPAIRS.

C TEC 10 ROADTESTED
IN FOR INFORMATION ONLY
603 ORESTE PEREZ LIC#: 603

	CA	0.00			0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D LK00 RECALL RPL SECONDARY AIR VACUUM LINE
CAUSE: PERFORM LK RECALL
26415599 REPLACE SECONDARY AIR VACUUM LINE AND
CHECK AND CLEAR DTC IN ECM AND GENERATE
READINESS CODES IF NEEDED
603 ORESTE PEREZ LIC#: 603

	WR	0.60				(N/C)
		1	078-145-718-AE	LINE		(N/C)
FC:	LK0099	002				
PART#:	078-145-718-AE					

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD ONLY.
I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD.

STORAGE CHARGE \$25.00 PER DAY 48 HRS. AFTER WORK COMPLETION.

NO PERSONAL CHECKS ACCEPTED DISCARD REPLACED PARTS
YES NO

X _____ AUTHOR INITIALS

SERVICE HOURS	DESCRIPTION	TOTALS
MON - FRI	LABOR AMOUNT	
7:30 AM - 5:30 PM	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
SATURDAY	MISC. CHARGES	
8:00 AM - 2:00 PM	TOTAL CHARGES	
	LESS DISCOUNT	
NYS MV REP. SHOP #	SALES TAX	
R 2602049	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

6992743

103759

INVOICE



655 N. Mac Questen Pkwy. * Mt. Vernon, NY 10552
Phone: (914) 663-2800 Fax: (914) 663-2865
Sales & Showroom * 541 White Plains Road
(914) 779-2020 * Eastchester, NY 10709

MT. VERNON, NY
HOME: BUS:

PAGE 2

SERVICE ADVISOR: 716 JOSEPH SACKSON

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a 1999 Audi A4.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

COUNT:
CLAIM TYPE: 710
AUTH CODE:
*01
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E CLIENT STATES TO CK DRIVERS SIDE REAR TIRE AND INFORM
21PT COMPLIMENTARY 21 PT CK FILL IN SHEET
603 ORESTE PEREZ LIC#: 603
ISPA 0.30

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 (N/C)

G COMPLIMENTARY INTERIOR VACUUM, EXTERIOR HAND WASH-PLEASE ASK YOUR
SERVICE ADVISOR ABOUT OUR APPEARANCE AND DETAIL SERVICES
AVAILABLE.

WC COMPLIMENTARY INTERIOR VACUUM, EXTERIOR HAND
WASH-PLEASE ASK YOUR SERVICE ADVISOR ABOUT
OUR APPEARANCE AND DETAIL SERVICES
AVAILABLE.

9 CA 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

CUSTOMER PAY SHOP MATERIALS FOR REPAIR ORDER 3.00

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD ONLY.
I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY
MATERIAL. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR
ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR
FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE
SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE
THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING
AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO
SECURE THE AMOUNT OF REPAIRS THERETO. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY.
LABOR AND PARTS 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS
IMPLIED WARRANTIES TO THE SAME PERIOD.
STORAGE CHARGE \$25.00 PER DAY 48 HRS. AFTER WORK COMPLETION.
NO PERSONAL CHECKS ACCEPTED DISCARD REPLACED PARTS
X YES NO
AUTHOR INITIALS

SERVICE HOURS
MON - FRI
7:30 AM - 5:30 PM
SATURDAY
8:00 AM - 2:00 PM
NYS MV REP. SHOP #
R 2602049

Table with columns: DESCRIPTION, TOTALS. Rows include: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS DISCOUNT, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER COPY

6992743

103759

INVOICE



655 N. Mac Questen Pkwy. * Mt. Vernon, NY 10552
Phone: (914) 663-2800 Fax: (914) 663-2865
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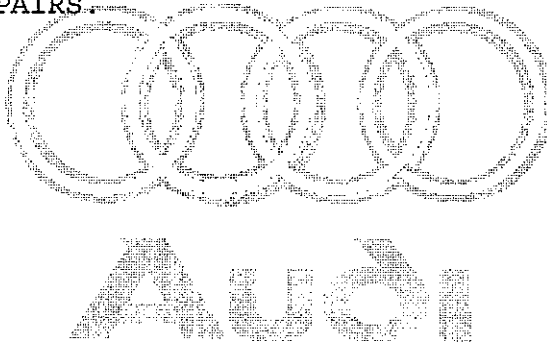
MT. VERNON, NY
HOME: BUS:

PAGE 3

SERVICE ADVISOR: 716 JOSEPH SACKSON

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV. DATE. Includes vehicle details for a 1999 Audi A4.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists repair items such as 'FOUND BOTH UPPER/LOWER ARMS' and 'FOUND 2 FT TIRES WORN EST'.



TERMS: STRICTLY CASH OR APPROVED CREDIT CARD ONLY.
I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

STORAGE CHARGE \$25.00 PER DAY 48 HRS. AFTER WORK COMPLETION.

NO PERSONAL CHECKS ACCEPTED DISCARD REPLACED PARTS
YES [] NO []
X [] AUTHOR INITIALS

SERVICE HOURS
MON - FRI
7:30 AM - 5:30 PM
SATURDAY
8:00 AM - 2:00 PM
NYS MV REP. SHOP #
R 2602049

Table with columns: DESCRIPTION, TOTALS. Lists charges: LABOR AMOUNT (115.00), PARTS AMOUNT (0.00), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), MISC. CHARGES (3.00), TOTAL CHARGES (118.00), LESS DISCOUNT (0.00), SALES TAX (9.88), PLEASE PAY THIS AMOUNT (127.88).

CUSTOMER COPY

1-2
252
210

9996

DATE 9-25-08

PAY TO THE ORDER OF Welcome MTR INC \$ 5,894⁰⁰
FIVE THOUSAND EIGHT HUNDRED NINETY FOUR DOLLARS

SECURE WALLET OR EQUIVALENT



JPMorgan Chase Bank, N.A.
New York, New York 10017
www.Chase.com

MEMO 99 Audi



Security Features
Indicated
Details on Back

RP

Machine Readable

WELCOME MOTORS INC.

4741 WHITE PLAINS ROAD
BRONX, NY 10470
TEL: (718) 325-5301

Credit

STOCK#

RECEIVED \$

1800

DEPOSIT ON

91 Explorer

FROM

(ADDRESS)

THIS CAR TO BE PAID IN FULL BY

July
(DUE DATE)

NO REFUND OF DEPOSIT

X
X

C. Vehicle Purchase Complaint

Attach a copy of your Bill of Sale and/or Certificate of Sale.

1. Were any vehicle components in need of repair or adjustment? Yes No If Yes, which components?

Brakes, wheel Bearings worn tires Alignment

2. Have you gone back to the dealer for repairs or adjustments? Yes No If No, would you go back if the dealer offered to make repairs or adjustments? Yes No

3. Was a Temporary Certificate of Registration issued? Yes No If yes, what is the facility number written on the temporary registration? _____

4. Inspection Certificate # _____ Expiration Date _____ / _____ / _____

NOTE: If a repair or diagnosis of the vehicle was made, complete Section A on the front of this form.

D. If there is additional information that will help us to evaluate your complaint, please include this information below or use an additional sheet of paper.

I was told or led to believe that Audi was in excellent condition. Both repair shop told me something was wrong with car one of them was supposed to be repairing Audi now says no one paid him that was between welcome motors and you they hire you I brought Audi brought Audi back first day because of problems and they sent me to repairs nothing was done on Audi. So I told welcome motor's, I was taking it to Audi repairs and brought bill back to welcome motor's they say they want paying for repairs and I never kept Audi up and I cost repairs and that I'm making my own rules because I asked about Kelley Blue Book and repairs when are you going to give my money he said I had Audi for six months and any damages was done by me and even told other repair shop to not deal with me because all I want to do is get something for free I said you are the ones with my money and all I have is your problem they tell me all Audi want is money and to take their deal or nothing

E. What do you want done to resolve this complaint to your satisfaction? *I want my money back*

Are you willing to appear and testify at a hearing if one is held to resolve this complaint? Yes No

Be sure to attach COPIES of any supporting correspondence and/or documents such as receipts, invoices, written estimates, written guarantees or warranties, cancelled checks or credit card transaction forms.

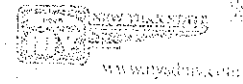
Sign below and mail this complaint form with all necessary attachments to: BUREAU OF CONSUMER & FACILITY SERVICES, PO BOX 2700-ESP, ALBANY NY 12220-0700. Phone #: (518) 474-8943 Fax:(518) 486-4102

I understand that a copy of this form and any or all of the enclosed information may be sent to the facility shown on the front of this form. All information provided in this complaint is true and factual.

(Signature)

03-05-09
(Date)

NEW YORK STATE



Title and Identification No.

WAUED28D2XA
WAUED28D2XA

Year
1999

Make
AUDI

Model Code
AA4

Body/Hull
4DSD

Document No.
983390L

Color
BR

Wt./Sts./Lgth.
3314

Fuel
GAS

Cyl./Prop.
6

New or Used
USED

Type of Title
VEHICLE

Date Issued
12/09/08

Name and Address of Owner(s)

[Redacted]

MT VERNON NY

ODOMETER READING: 142170
ACTUAL MILEAGE 142170

This document is your proof of ownership for this vehicle, boat or manufactured home. Keep it in a safe place, not with your license or registration or in your vehicle or boat. To dispose of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.

Lienholder

NO LIENS RECORDED

Lienholder

NO LIENS RECORDED

Lienholder

NO LIENS RECORDED

Lienholder

NO LIENS RECORDED

NYC DCA # 0629311

NYS LIC. # 7042165

Agreement and Bill Of Sale BY AND BETWEEN

Telephone: (718) 325-53
FAX: (718) 325-5302

Welcome Motors, Inc.

(WHEN MONEY TALKS - WE LISTEN)

4741 WHITE PLAINS ROAD
AND

BRONX, NY 10470

The undersigned agrees to sell the hereinafter mentioned and described used motor vehicle and the above named 'Purchaser' agrees to purchase the same upon the following conditions being agreed by both parties that this contract embodies all terms and conditions of sale.

STOCK NO.	YEAR	MAKE	MODEL	T. NO. (V.I.N.)	AMOUNT
1999	AUG	AY	WAUED28D2XA		5400
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE, AND FOR SECURING SPECIAL OR DISTINCTIVE PLATES (IF APPLICABLE). THIS IS NOT A DMV FEE.*					452.25
SALES TAX					585.25
TOTAL					

THE OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE (\$45.00 MAXIMUM) AND SPECIAL PLATE PROCESSING FEE (\$5.00 MAXIMUM) ARE NOT NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLE FEES UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES. YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE OR FOR A SPECIAL OR DISTINCTIVE PLATE TO ANY MOTOR VEHICLE ISSUING OFFICE.

The 'Purchaser' agrees to pay the 'Seller' the sum of \$ retail on the signing of this agreement, receipt of which is hereby acknowledged, and to pay the 'Seller' the balance due on or before 20, or 'Purchaser' agrees to forfeit this amount to 'Seller' as and for liquidated damages for this breach. Title will not pass to 'Purchaser' until payment in full has been made. If final payment is made by check, title will not pass until check is paid.

The 'Purchaser' certifies that he is of lawful age and has full legal capacity to enter into this agreement. That the used motor vehicle being traded, if any, is free and clear from all encumbrances whatsoever.

It is understood that the 'Purchaser' has examined this used motor vehicle and accepts it in its present condition which we warrant complies with Section 301 of the Vehicle and Traffic Law and certified in accordance with Section 417 of the Vehicle and Traffic Law and Section 198-b, General Business Law, State of New York. Purchaser further acknowledges receipt of a true and exact copy of this "Agreement", and a copy of the "Retail Installment Contract", if applicable.

The information you see on the window form for this vehicle is part of this contract. Information on this window form overrides any contrary provisions in the contract of sale. Receipt of a copy of said window form is herewith acknowledged as though it were above my signature.

USED VEHICLE CERTIFICATION: If this motor vehicle is classified as a used motor vehicle, the dealer named above certifies that the entire vehicle is in condition and repair to render, under normal use, satisfactory and adequate service upon the public highway at the time of delivery.

NOTICE TO USED VEHICLE BUYER: If you should be entitled to a refund pursuant to Section 198-b, General Business Law, the value of any traded-in vehicle which is not returned to the Consumer will be its NADA wholesale value, or other such guide as may be approved by the Commissioner of Motor Vehicles, as adjusted for mileage, improvements, and any major physical or mechanical defects, rather than the value on this sales agreement. If the amount to be refunded is insufficient to discharge any lien on the traded-in vehicle, the purchaser must be notified by registered or certified mail that he/she/they has/have thirty days in which to pay the lienholder the amount which, together with the amount to be refunded by the dealer, will be sufficient to discharge the lien.

IMPORTANT NOTICE TO BUYER: (a) State law requires that sellers of second hand motor vehicles certify in writing to the buyer that each motor vehicle is in safe condition at the time of sale. (b) This certification is a guarantee that the motor vehicle is in safe condition at the time of sale. (c) You have a right to request the dealer to repair or to pay in full for repairs of any unsafe condition in the motor vehicle which does not comply with this certification. (d) This business is licenced by the Department of Consumer Affairs, 42 Broadway, New York, New York 10004. **Complaint Phone: 311.**

Dated 9-30, 20 08

Accepted 10-02-08

FINAL SETTLEMENT OF THIS BILL
MUST BE IN CASH OR CERTIFIED CHECK

- The odometer has not been serviced, repaired or replaced
- The odometer has been serviced/repaired
- The odometer has been replaced

Delivery Accepted _____, 20 _____

MILEAGE 192,171

USED VEHICLE

BUYERS GUIDE

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

1999 Audi A4 Quattro
VEHICLE MAKE MODEL YEAR VIN NUMBER

DEALER STOCK NUMBER (Optional)

WARRANTIES FOR THIS VEHICLE:

NONE

IMPLIED WARRANTIES ONLY

WARRANTIES AVAILABLE
ASK FOR DETAILS

This means that the dealer does not make any specific promises to fix things that need repair when you buy the vehicle or after the time of sale. But, state law "implied warranties" may give you some rights to have the dealer take care of serious problems that were not apparent when you bought the vehicle.

WARRANTY

- FULL LIMITED WARRANTY. The dealer will pay 100% of the labor and 100% of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.

SYSTEMS COVERED:

This vehicle is sold with the statutory warranty required by New York General Business Law §198-b. The systems covered by this warranty include:

- (a) Engine. All lubricated parts, water pump, fuel pump, manifolds, engine block, cylinder head, rotary engine housings, and flywheels.
- (b) Transmission. The transmission case, internal parts, and the torque converter.
- (c) Drive Axle. Front and rear drive axle housings and internal parts, axle shafts, propeller shafts and universal joints.
- (d) Brakes. Master cylinder, vacuum assist booster, wheel cylinders, hydraulic lines and fittings and disc brake calipers.
- (e) Radiator.
- (f) Steering. The steering gear housing and all internal parts.
- (g) Alternator, generator, starter, ignition system excluding battery.
- (h) Other, if any.

DURATION:

90 days or 4,000 miles — vehicles with 36,000 miles or less

60 days or 3,000 miles — vehicles with over 36,000 miles but under 80,000 miles

30 days or 1,000 miles — vehicles with over 80,000 miles but under 100,000 miles

If the vehicle is covered by a new car warranty from its manufacturer, this warranty shall be effective for the period of time between the expiration of the manufacturer's warranty and the remaining term of this warranty, if any.

- SERVICE CONTRACT. A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.

PRE PURCHASE INSPECTION: ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.

SEE THE BACK OF THIS FORM for important additional information, including a list of some that may occur in used motor vehicles.

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- » Cinemax for 12 Months for a Penny
- » \$50 Credit on Your First Bill
- » FREE PlatinumHD for 3 Months

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Featured Packages

Here are our most popular packages, featuring the best programming at unbeatable prices

AT100 America's Top 100

An exceptionally well-priced package that will please every member of your family.

\$32⁹⁹
/mo

AT200 America's Top 200

Over 200 channels of the best entertainment available, including all of the AT100 and much more.

\$44⁹⁹
/mo

AT250 America's Top 250

Over 250 channels of the best entertainment available including all the programming from AT200 and AT100.

\$54⁹⁹
/mo

AEP America's "Everything" Pak

The Ultimate entertainment for the true TV lover. Over 280 channels of great television.

\$94⁹⁸
/mo

Premium Channels

Enhance your programming with HBO, Cinemax, Starz, Showtime and Playboy.



TurboHD

Over 100 national HD channels, with up to 160 available by end of year.



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Address

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- » Free HBO and Starz for 3 Months
- » Cinemax for 12 Months for a Penny
- » \$50 Credit on Your First Bill
- » FREE PlatinumHD for 3 Months

Get the most out of your TV with a Dish Network package. Choose from a variety of options to fit your needs. **DISH NETWORK**

Featured Packages

Here are our most popular packages, featuring the best programming at unbeatable prices

AT100

America's Top 100

An exceptionally well-priced package that will please every member of your family.

\$32⁹⁹
/mo

AT200

America's Top 200

Over 200 channels of the best entertainment available, including all of the AT100 and much more.

\$44⁹⁹
/mo

AT250

America's Top 250

Over 250 channels of the best entertainment available including all the programming from AT200 and AT100.

\$54⁹⁹
/mo

AEP

America's "Everything" Pak

The Ultimate entertainment for the true TV lover. Over 280 channels of great television.

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